

# EMAIL COMMUNICATIONS

- \* Communication Format Will Assist in Handling Volume, Prioritize and Respond Effectively.
- \* Travel Designees Only Submit the Words in **BLACK**; Cheryl Responds in **RED**
- \* Only Submit ONE Action Requests Per Email  
(Example: Do Not Submit Cancel & Auto-After or Manual in Same Email)
- \* Please DO NOT Resubmit Duplicate Request via Email  
Call If Several Days Pass With No Response.  
(Duplicate Requests go to the Most Recent Received therefore Prior Submitted Travel Loses its Priority Place in Line.)
- \* Travel Requests are Prioritized Based on the Order Listed Below.
- \* Email/Electronic is the Primary Way to Correspond ALL Travel Requests.  
Please DO NOT Submit Travel Request via Hand Mail or Agency Runner 'Drop Off'  
(Of course, I'm available for person-person visits, talk about travel, answer questions and sign while you wait.  
Please call ahead to arrange best time to come.)

Send Emails: [cheryl.fondon@governor.alabama.gov](mailto:cheryl.fondon@governor.alabama.gov)

## EXAMPLE of SUBJECT LINE FORMAT :

**ACTION – Date/of/Departure – Last Name – Destination City/ST – ID Code (if applicable)**

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## SHORT SUMMARY:

**RESET – 08/03/16 – Fondon – Denver, CO – cfQD84jv - **DONE****

**RELEASE – 08/03/16 – Fondon – Denver, CO – cfQD84jv - **DONE****

**AUTO-AFTER – 08/03/16 – Fondon – Denver, CO – cfQD84jv - **SIGNED****

**MANUAL – 08/03/16 – Fondon – Denver, CO – **SIGNED or RETURNED****

If RETURNED when Resent

**MANUAL – 08/03/16 – Fondon – Denver, CO – AMENDED - **SIGNED****

**CANCEL – 08/03/16 – Fondon – Denver, CO – cfQD84jv (or MANUAL) - **RECEIVED****

**QUESTION - 08/03/16 – Fondon – Denver, CO – cfQD84jv - **ANSWER****

If information vague list as much as possible

**QUESTION – 8/2017 – 4 People – Denver, CO - **ANSWER****

**DETAIL EXPLANATION:**

**RESET – 08/03/16 – Fondon – Denver, CO – cfQD84jv - DONE**

- \* DO NOT WRITE in the body of the email (they are not opened emails.)
- \* Resets are to correct mathematical errors on the AUTOMATED Expense Report.
- \* AUTOMATED Expense Report will be erased so new corrected numbers may be entered.
- \* Travel Status - Expense Completed

**RELEASE – 08/03/16 – Fondon – Denver, CO – cfQD84jv - DONE**

- \* DO NOT WRITE in the body of the email (they are not opened emails.)
- \* Releases are travels which agency have approved but have not yet been audited by Governor's Office. Occurs Rarely but Most Often During Peak Travel Volume.
- \* Travel ID Code will be released so to access and do Expense Report.
- \* Travel Status - Agency Approved

**AUTO-AFTER – 08/03/16 – Fondon – Denver, CO – cfQD84jv - SIGNED**

- \* PLEASE DO WRITE in the body of email the ID Code of the Cancel this is replacing OR is it being submitted as a 1<sup>st</sup> time after travel date.
- \* Auto-After is pre-approval request after departure date.
- \* Requires PHYSICAL HAND-WRITTEN STAMPED signature of Agency Director & Governor
- \* Travel Status - Agency Approved

**MANUAL – 08/03/16 – Fondon – Denver, CO – SIGNED or RETURNED**

If RETURNED when Resent

**MANUAL – 08/03/16 – Fondon – Denver, CO – AMENDED - SIGNED**

- \* PLEASE DO WRITE in the body of email if any detail explanation needed.
- \* Required MANUAL Checklist Indicating Why Travel Is MANUAL.

**CANCEL – 08/03/16 – Fondon – Denver, CO – cfQD84jv (or MANUAL)- RECEIVED**

- \* DO NOT WRITE in the body of the email (they are not opened emails.)
- \* Cancellations are ONLY RECEIVED and NOT ACTUALLY canceled until later.
- \* Not required to wait for cancelation before began doing a corrected form.
- \* Travel Status - Any

**QUESTION - 08/03/16 – Fondon – Denver, CO – cfQD84jv - ANSWER**

If information vague list as much as possible

**QUESTION – 8/2017 – 4 People – Denver, CO - ANSWER**

- \* PLEASE DO WRITE in the body of email a brief description.